



## 05.01.021 Reimbursements

**Effective Date** September 1, 2017  
**Version** 2017.1

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**Approved By**  
*[Signature]*  
General Manager

### Purpose

To establish a process for reimbursements of passenger claims.

### Scope

General Manager, Traffic Manager, Customer Service Manager

### Policy

- I. Reimbursements may be authorized only by the Traffic Manager or designee.
  - a. Reimbursements must be requested by the customer who must provide supporting documents to support their claim.
  - b. The Customer Service Manager will investigate customer claims for validity and communicates with the customer if claim is determined to be invalid.
- II. Reimbursements may only be authorized for costs incurred from transportation and lodging. No other items or purchases may be reimbursed.
  - a. AMHS ticket reimbursements<sup>A</sup> must be approved by the Traffic Manager or designee.
  - b. Exceptions to this policy may only be made by the General Manager or designee.
- III. Reimbursements requests will be considered under the following conditions:
  - a. When a vessel is en route and cancels a port(s) of call:
    - i. All aboard bound for cancelled port(s) will be provided alternate transportation to that port or transportation to another port at no additional cost.
    - ii. The cost of lodging while awaiting the alternate transportation may be supplied by AMHS depending upon circumstances.
  - b. If a vessel leaves port prior to the scheduled departure time, without adequate public notice, AMHS will investigate the circumstances and may assume responsibility as in (a) above.
  - c. If a member of AMHS provides information that causes a passenger to miss a vessel, AMHS will investigate the circumstances and may assume responsibility as in (a) above.
- IV. Misprints on or changes to official published material or on official websites, will NOT be grounds for Claims for reimbursement except as indicated in III above.
- V. Persons who are not onboard a vessel will have no claim in the event of schedule change except as Outlined in IIIb and IIIc above.

### Responsibilities

1. General Manager or designee:
  - a. Determines if an exception is approved to the restrictions noted within this policy regarding what qualifies for reimbursement.
2. Traffic Manager or designee:
  - a. Authorizes reimbursements of AMHS tickets that have been traveled, other transportation and lodging costs associated with the events noted in paragraph III above.

<sup>A</sup> Ticket reimbursements refer to travel that has already been completed or partially completed on an AMHS vessel. Reimbursements differ from refunds in that the latter refers to future travel, or missed travel. See P&P 05.01.020 and 05.01.030 for the AMHS policies on refunds.

3. Customer Service Manager:

- a. Receives requests for reimbursement.
- b. Investigates to make a determination on the validity of customers claims.
- c. Communicates with the customer when a claim is determined to be invalid.

**Forms**

None

**Revision History**

Supersedes CSP&P 5-6

Original Version 2017.1, September 1, 2017

**References**

None